



**Procedure For Recertification Of Hospitals
Information for Hearing Coordination Centers (HCC)**

**Department of Health Services
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PROCEDURE FOR RECERTIFICATION OF HOSPITALS

Information for Hearing Coordination Centers (HCC)

I. General Information

1. As the Department of Health Services' designee, the HCC shall recertify all Inpatient Infant Hearing Screening Providers Commencing two years after a hospital's initial certification date or at the conclusion of the previously approved recertification period.
2. The recertification procedure shall be completed no later than thirty (30) days after the end of the initial certification period or the end of the current recertification period.
3. The recertification shall be based on:
 - a. Documentation and a site visit to verify ongoing compliance with the Inpatient Infant Hearing Screening Provider Standards.
 - b. Compliance with the hospital's policies and procedures have been revised, they must be reviewed and approved by the HCC.
 - c. Verification that a CCS-paneled audiologist has:
 1. Provided ongoing review, no less than annually, of the hospital's newborn hearing screening program.
 2. Signed the hospital's policies and procedures if they have been revised.
 3. Provided a letter verifying concurrence with the hospital's program.
 - d. An assessment of quality indicators which include but are not limited to:
 1. Hospital screening and refer rates;
 2. Completeness of data collection, including required reports, logs and documentation in the medical record;
 3. Timeliness of data submission; and
 4. Medical and nursing staff education regarding newborn hearing screening.
4. The period of recertification shall be based on the following general criteria:

- Hospital programs rated **excellent** by the HCC shall be recertified for **five** years.
- Hospital programs rated **good** by the HCC shall be recertified for **three to four** years.
- Hospital programs rated **fair** by the HCC shall be recertified for **one to two** years.
- Hospital programs rated **poor** by the HCC shall be recertified for **no more than one year**.

Based on their findings, in addition to the recertification period, the HCC may decide to schedule a follow up visit for a hospital to verify that a corrective action plan was implemented. When a hospital has both a WBN and a NICU, they should be rated as a whole (for example, WBN rated excellent but NICU rated poor, therefore, hospital rated good and three year recertification period is recommended). If one nursery in the hospital has substantial compliance issues, the HCC may decide to schedule a follow up visit for that nursery (for example, three year recertification for the hospital with six month follow up visit for the NICU).

Even when the HCC grants a five year recertification period, if they subsequently identify compliance issues at a hospital, the HCC may decide to conduct an additional site visit to resolve the new compliance issues.

II. Recertification Site Visit

1. Contact the NHSP Director at the hospital to schedule a recertification site date and send a letter to the hospital confirming the date. The HCC shall retain a copy of this letter at the HCC but is not required to send a copy of the letter to the State Contract Manager.
2. Conduct the recertification site visit and summarize the findings for the appropriate hospital staff at the end of the site visit. Complete a written Summary Report of what was reviewed at the site visit and the findings. The hospital must complete a Corrective Action Plan if the findings warrant it.

III. Process for Approval of Hospital Recertification Period

1. After the recertification site visit, the HCC will send a letter to their assigned Contract Manager stating the recommended

recertification period. The letter must include a copy of the Summary Report, the written confirmation from the hospital's consulting audiologist stating that they reviewed the program, and a copy of the hospital's Corrective Action Plan if they had to complete one. If the hospital revised their policies and procedures and the HCC approved them, submit a copy of the revised policies and procedures.

2. The Contract Manager will review the recertification package and if the State concurs with the recommended recertification period, the State will send a letter to the HCC confirming the recertification period. The HCC then sends a letter of the hospital informing them of their recertification period.

If the state does not concur with the recommended recertification period, the Contract Manager will call the HCC to discuss the findings and issues. When the State and the HCC have agreed upon the recertification period, the State will send a letter to the HCC confirming the revised recertification period and the HCC can then send a letter to the hospital informing them of their recertification period.

(Note: For recertification the State does not send a letter directly to the hospital.)

3. The HCC is responsible to keep all documents related to the recertification of the hospitals on file at the HCC.